

2008 Governor's Public Service Achievement Awards



May 8, 2008
Indiana Statehouse
Indianapolis, IN



Governor Mitch Daniels welcomes you to the 2008 Governor's Public Service Achievement Awards Ceremony. Congratulations to all of this year's recipients!

Agenda

Welcome

Daniel Hackler, Director
State Personnel Department

Opening Remarks

Mitch Daniels, Governor

Presentation of Awards

Mitch Daniels, Governor
Daniel Hackler

Closing Remarks

Daniel Hackler

Cake and refreshments reception in the rotunda.

TEAM AWARDS

INDIANA OFFICE OF TECHNOLOGY
*Charlie Sharp, Stilesville, Danny DelPriore, Bargersville;
Shawn Henderson, Fishers; Brent Spencer, Indianapolis;
Brian Wallace, Indianapolis.*

The Wide Area Network migration to AT&T resulted in a reduction in cost, better utilization of bandwidth and standardized network management. The first year savings was \$2.6 million. Prior circuit migration projects of this size took 16 to 24 months with significant issues and downtime, but this migration of 850 data circuits took only five months with no unplanned service interruptions. Cutovers were completed during weekends and nights so agencies were not disrupted. The collaborative effort with project management, communication and coordination with each agency led to the success of this project.



“When we do the best that we can, we never know what miracle is wrought in our life, or in the life of another.”

-Helen Keller

TEAM AWARDS

INDIANA DEPARTMENT OF HOMELAND SECURITY

Phil Brown, Kokomo; Rosemary Petersen, Paragon; Mara Snyder, Indianapolis; Robert Lagrange, Greenwood; George Thompson, Bloomington.

In 2007, the city of Nappanee endured a devastating tornado. The Governor declared a state of disaster and requested federal assistance. When the request was denied, the Governor directed the Indiana Department of Homeland Security to help victims of the storm who were otherwise ineligible for financial assistance. Indiana is one of only a few states to offer such a disaster relief program. The IDHS team developed and implemented the state's first Individual Assistance and Public Assistance programs. Each nominee played a vital role in conducting research, developing and implementing administrative plans, reviewing claimed damages, conducting field investigations and providing expert legal knowledge and skills.



“You can't live a perfect day without doing something for someone who will never be able to repay you.”

-John Wooden

INDIVIDUAL AWARDS

INDIANA DEPARTMENT OF TRANSPORTATION

Guy Boruff, Plainfield.

In November 2007, INDOT completed Super 70, the department's largest road construction project to date. Guy, who served as the Public Safety Operations Director, initiated the heavy truck restrictions through the 6.5 mile Super 70 work-zone. Hundreds of hours of planning, tracking and scheduling with various emergency response agencies ensured the safety of workers and motorists during the project. Super 70 was completed on time, in 9 months, with an extraordinary work-zone safety record which will be studied, analyzed and documented as a model for future projects.



INDIANA DEPARTMENT OF TRANSPORTATION

Jay Wasson, Zionsville.

As INDOT's Traffic Management Centers Director, Jay executed the incident management plan between INDOT and various emergency response agencies during the Super 70 project. The accident statistics indicate the roadway section experienced fewer accidents during the construction project than when there was not a work-zone. These results are very impressive when combined with the fact that this was a nine month, \$180 million project completed on time.

INDIANA PROFESSIONAL LICENSING AGENCY

Marty Allain, Indianapolis.

In 2007, Marty was charged with working with an unnamed company that was interested in locating a very large center in Indiana. However, the company was concerned that they could not operate legally within Indiana due to current administrative rules. Marty worked with all parties to ensure that the administrative rules would not be a development barrier. His due diligence was one factor in MedCo's decision to build their \$150 million facility in Indiana. MedCo's decision will mean 1,300 high-paying jobs for Hoosiers.



INDIANA DEPARTMENT OF WORKFORCE DEVELOPMENT

Nancy Davisson, Vincennes; David Todd, Vincennes.

The Vincennes WorkOne field office was destroyed by a fire late on a Friday night in February 2008. A temporary office was up and running Monday morning. Nancy and David spent the entire weekend working to ensure business could be conducted Monday morning. The tasks included securing a location, computers, telephones, duplicate records and office equipment. They also worked with local authorities to secure the building to ensure protection of claimants' information.



INDIANA DEPARTMENT OF INSURANCE

Robert L. Hummel, Indianapolis.

Starting in 2006 the Department of Insurance (DOI) and the Department of Child Services (DCS) partnered to identify and contact any licensed insurance or bail agents in the state who owed child support payments. Due to aggressive investigation and enforcement lead by Robert, DOI has assisted in the collection of more than \$406,000 in back child support to custodial Hoosier parents thus far.



INDIVIDUAL AWARDS

BUREAU OF MOTOR VEHICLES Libby Manship, Greenfield.



As Director of Strategic Initiatives, Libby is responsible for the implementation of the Bureau of Motor Vehicles (BMV) Customer Choices program, a cornerstone initiative in the Governor's effort to transform the BMV. Under Libby's leadership the BMV launched this program which allows eligible car dealerships and other partners to carry out BMV transactions. Since the start of the program more than 140 businesses are participating which has equated to more than 45,000 transactions and approximately \$112,000 in efficiency gain.

INDIANA DEPARTMENT OF ADMINISTRATION Teresa Deaton-Reese, Mooresville.



Teresa took it upon herself to begin implementing the negotiated bidding aspect of the Governor's OneIndiana strategic sourcing initiative. Since January 2007 the results of her actions have saved the state over \$2 million in cost avoidance on bids that historically were never negotiated. Two examples of the savings are \$198,000 on pursuit vehicles and \$970,000 on license plates.

INDIANA DEPARTMENT OF CORRECTION Willard Plank, Knightstown.



In 2007, under Willard's guidance the Department of Correction (DOC) opened the first Fugitive Apprehension Unit which is responsible for identifying all prisoners who have escaped justice since the 1950's. The unit has identified 1,083 offenders and located 455. Many are incarcerated in other jurisdictions and will continue their sentence with DOC once their current sentence is complete. Of the targeted fugitives, 58 were identified as residing in communities and have now been returned to incarceration.

INDIANA DEPARTMENT OF CORRECTION Michael Dempsey, Pendleton.



Michael has introduced several effective programs to the Pendleton Juvenile Facility including Gang Realities in Our World (GROW), Crisis Awareness Response Effort (CARE) and the Future Soldiers Program to improve institutional behavior and prepare offenders to reenter their community. Since the inception of GROW, which is designed to remove juveniles from their involvement in gang activity, rule violations per offender per month for those participating have decreased significantly. With the inception of the CARE program, which trains individuals to use de-escalation strategies to calm juveniles, the team has been activated 188 times.

TEAM AWARDS

PUBLIC EMPLOYEES' RETIREMENT FUND

Floyd Teamer, Indianapolis; Carol Perkins, Greenwood; Julae Johansen, Greenwood; Linda Stahl, Indianapolis; Susan Thompson, Indianapolis; Terri Creal, Indianapolis.



Over the past six months this team has dramatically increased the value of the customer service it provides to members of the '77 Fund and Non-Public Employees' Retirement Funds. Some of the key accomplishments include processing retirement payments without interruption 97 percent of the time, compared with 10 percent just six months earlier, processing



distributions within 30 days of receipt 100 percent of the time, compared to 13 percent six months ago and reducing the average number of days to receive a retirement check from 48 days to 20 days.

The 2008 Governor's Public Service Achievement Awards are jointly sponsored by the Office of the Governor and the Indiana State Personnel Department.



TEAM AWARDS

BUREAU OF MOTOR VEHICLES

Chris Landis, Carmel; Yvonne Gaines, Indianapolis; Latosha Rice-Kelly, Indianapolis; Sharon Cooper, Danville; Sharon Hibbs, Greenwood; John Eck*, Columbus.

Under the team's leadership in the Bureau of Motor Vehicles (BMV) Call Center, customer satisfaction has increased while call holding times have dramatically decreased. The current BMV Call Center was created in March of 2006, uniting four separate help desks into one location with approximately 40 cross-trained staff who answer about 16,000 calls per week. Previously, the call abandoned rate was consistently above 30 percent and customer wait times averaged eight minutes. Because the Call Center is considered the primary avenue for customers to request information about BMV services, it was targeted for improvement. Under Governor Daniels' directive to improve customer service, wait times for calls have been reduced to consistently below one minute and the number of calls abandoned has been consistently below the goal of five percent.

**John Eck not pictured.*



INDIVIDUAL AWARDS

INDIANA DEPARTMENT OF HOMELAND SECURITY

John Buckman, Evansville.

John has worked diligently for nearly three years to develop and implement the Governor's initiative for the first state-funded and supported fire training system in Indiana. Under John's direction a team of subject matter experts developed a standardized curriculum which has been supplied to over 1,000 fire instructors and 4,000 students in the last two years. This has resulted in a 15 percent increase in test scores for the mandatory fire test.



Public Service Recognition Week, celebrated the first Monday through Sunday in May since 1985, is a time set aside each year to honor the men and women who serve America as federal, state and local government employees. Throughout the nation and around the world, public employees use the week to educate citizens about the many ways in which government serves the people and how government services make life better for all of us.

INDIANA STATE DEPARTMENT OF AGRICULTURE **Celia Tharp, Delphi; Chris Gardner, Rochester; Jerod Chew, Bloomington.**

The Conservation Reserve Enhancement Program (CREP) is a United States Department of Agriculture program available to states to enhance financial incentives and support for landowners. The program allows state-employed conservationists to implement conservation practices to reduce agriculture's impact on the environment, wildlife, water and soil. The team has not only developed the administrative process, but has also worked side by side with landowners to plan, survey and install the practices. To date, the total obligated acres to Indiana's CREP are 3,959 acres or more than half the state's goal, bringing \$7.9 million to our state to assist in conservation implementation. The state's designed priority areas are in three watersheds and there are plans to expand the program to five more watersheds near the Wabash River.



TEAM AWARDS



FAMILY AND SOCIAL SERVICES ADMINISTRATION

Anne Murphy, Fishers; Lawren Mills, Indianapolis; Jessaca Turner Stults, Noblesville; Amanda Schipp, Speedway; Peggy Novotny, Indianapolis; John Michael, Brownsburg; Matt Schanz, Avon; Cindy Stamper, Indianapolis; Zach Main, Brownsburg; Megan Ornellas, Indianapolis; Stephanie Baume, Carmel; Ryan May, Plainfield; Ted Feeney, Greenwood; Pat Casanova, Indianapolis; Ginger Brophy, Plainfield; Cathy Rudd, Indianapolis; Jeff Wells, Indianapolis; Sid Norton, Fishers; Randy Miller, Anderson; Liz Surgener, Indianapolis.

In November 2006, the Governor announced the Healthy Indiana Plan (HIP) to provide health insurance through a consumer-driven health plan to low income Hoosiers. The HIP team worked tirelessly to build support among legislators and the advocacy community which led to passage of the plan in the 2007

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TEAM AWARDS

FAMILY AND SOCIAL SERVICES ADMINISTRATION

session of the Indiana General Assembly. Other states have taken years to implement new statewide health insurance programs. However, with thousands of uninsured in the state it was important to the Governor to make coverage available as quickly as possible, and it was announced that the program would be available in January 2008. The HIP team negotiated a federal waiver with Centers for Medicare and Medicaid Services, negotiated with nine vendors the programs requirements, signed contracts with three health plans, built and coordinated the information systems to support the plan and conducted statewide awareness to community partners and potential clients. This was all accomplished in just seven months. As a direct result of their hard work, 43,000 Hoosiers have submitted an application and over 14,000 have been approved.

INDIANA DEPARTMENT OF INSURANCE

Carol Cutter, Indianapolis; Kim Brown*, Brazil; Paul Hyslop, Zionsville; Kate Kixmiller, Indianapolis; Mihir Nag, Montgomery; Bob Reeder, Brownsburg; Karen Kennedy, Indianapolis; Betty White, Indianapolis.

At the beginning of 2005, the rate and form product filings that insurers must submit before any insurance product can be sold in Indiana were in backlogs ranging from three to six months for property and casualty policies and up to 18 months for health insurance plans. This meant that insurers were losing money because they weren't staying competitive and consumers were not able to access the most recent improvements in coverage. This team of analysts and clerical staff helped eliminate the backlogs for all policies and plans by the third quarter of 2006. The team has also opened the lines of communications by creating and implementing the Industry Compliance Seminars during which they meet annually with industry representatives to discuss changes and problems relating to the rate and form filing process. They have also fully implemented the electronic rate and form filing process making a more efficient workflow for companies and the IDOI. With these improvements, the team was able to bring all rate and form product filing reviews back to the 30-day statutory timeline and have maintained this since.



**Kim Brown not pictured.*